

Tenant Satisfaction Survey 2024 – Habitare Version

This study is being conducted by Qa Research, an independent research company, on behalf of Habitare and Sheffield Hallam University.

The Regulator of Social Housing requires Habitare to submit information about its performance as a social housing landlord. The purpose of this survey is to collect data on tenants' satisfaction with their landlord. The data collected in this survey will be used to calculate annual Tenant Satisfaction Measures, which will be published by Habitare.

The findings will also be used as part of a wider study being undertaken by Sheffield Hallam University.

At the end of the survey you will be asked if you'd like to enter a prize draw where you could win £100.

This survey will be carried out according to the Market Research Society's Code of Conduct and all your answers and information you provide will be treated as anonymous and confidential in accordance with the Data Protection Act.

Any personal data collected in this study will be held securely and will not be shared with any third party. You can read more about how your personal data is protected by Qa Research here:
<https://www.garesearch.co.uk/privacy/>

If you would like to learn more about how Habitare protects your personal data you can access their privacy policy at:
<https://habitarehomes.co.uk/privacy-notice/>

If you would like to learn more about how Sheffield Hallam University protects your personal data you can access their privacy policy at:
<https://www.shu.ac.uk/about-this-website/privacy-policy/privacy-notice/privacy-notice-for-research>

Section 1 – TSM Standard Questions

Q1. (TP01) Taking everything into account, how satisfied or dissatisfied are you with the service provided by Habitare?

SINGLECODE

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

ASK Q2a-Q4 IF LCRA STOCK ON DATABASE, IF LCHO STOCK GOTO Q5
Q2a. (TP02/3) Has Habitare carried out a repair to your home in the last 12 months?

SINGLECODE

Yes

No

ASK Q2b-Q3 IF 'YES' AT Q2a, OTHERS GOTO Q4

Q2b. (TP02) How satisfied or dissatisfied are you with the overall repairs service from Habitare over the last twelve months?

SINGLECODE

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q3 (TP03). How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

SINGLECODE

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

ASK ALL LCRA STOCK ON DATABASE

Q4. (TP04) How satisfied or dissatisfied are you that Habitare provides a home that is well maintained?

SINGLECODE

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

ASK ALL

Q5. (TP05) Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Habitare provides a home that is safe?

SINGLECODE

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied
Not applicable / Don't know

Q6. (TP06) How satisfied or dissatisfied are you that Habitare listens to your views and acts upon them?

SINGLECODE

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Not applicable / Don't know

Q7. (TP07) How satisfied or dissatisfied are you that Habitare keeps you informed about things that matter to you?

SINGLECODE

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Not applicable / Don't know

Q8. (TP08) To what extent do you agree or disagree with the following Habitare *treats me fairly and with respect*?"

SINGLECODE

Strongly agree
Agree
Neither agree nor disagree
Disagree
Strongly disagree
Not applicable / Don't know

Q9a. (TP09) Have you made a complaint to Habitare in the last 12 months?

SINGLECODE

Yes
No

ASK Q9b IF 'Yes' AT Q9a, OTHERS GOTO Q10a

Q9b. (TP09) How satisfied or dissatisfied are you with Habitare's approach to complaints handling?

SINGLECODE

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied

Fairly dissatisfied
Very dissatisfied

ASK ALL

Q10a. (TP010) Do you live in a building with communal areas, either inside or outside, that Habitare is responsible for maintaining?

SINGLECODE

Yes
No
Don't know

ASK Q10b IF 'Yes' AT Q10a, OTHERS GOTO Q11

Q10b. (TP010) How satisfied or dissatisfied are you that Habitare keeps these communal areas clean and well maintained?

SINGLECODE

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied

ASK ALL

Q11. (TP011) How satisfied or dissatisfied are you that Habitare makes a positive contribution to your neighbourhood?

SINGLECODE

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Not applicable / Don't know

Q12. (TP012) How satisfied or dissatisfied are you with Habitare's approach to handling anti-social behaviour?

SINGLECODE

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Not applicable / Don't know

Section 2 – Additional, non-regulatory questions

~~**ASK Q13 IF LCHO STOCK ON DATABASE, OTHERS GOTO Q14**~~

Q13. How satisfied or dissatisfied are you with the outcome of the snagging period?

SINGLECODE

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / Don't know

ASK Q14 IF MARKED AS SHARED OWNERSHIP ON DATABASE, OTHERS GOTO Q15

Q14. To what extent do you agree or disagree with the following statement 'I purchased this home because I could not afford to buy through other means'?

SINGLECODE

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

ASK ALL

Q15. Thinking about your rent and/or mortgage, that is the amount you pay yourself on top of any after Housing Benefit / Local Housing Allowance / Universal Credit, how easy or difficult is it for you to afford this?

SINGLECODE

- Very easy
- Fairly easy
- Fairly difficult
- Very difficult

Q16. On a scale of 0 to 10, where 0 is "not at all" and 10 is "completely", overall, how satisfied are you with your life nowadays?

SINGLECODE

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

Q17. To what extent would you agree or disagree with the following statement, “I would recommend this development to a friend or family looking for a home”?

SINGLECODE

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Section 3 – Profiling questions

This section is about you. We are aware that this information is personal and we would like to remind you that your answers are confidential and anonymous.

Q18. What is your age?

SINGLECODE

16-24

25-34

35-44

45-54

55-64

65-74

75-84

85+

Prefer not to say

Q19. What is your gender?

SINGLECODE

Male

Female

Other - please describe

CODES OPEN

Prefer not to say

Q20. What is your ethnic group?

SINGLECODE

White

English / Welsh / Scottish / Northern Irish / British Irish

Gypsy or Irish Traveller

Any other White background - please describe

CODES OPEN

Mixed / Multiple ethnic groups

White and Black Caribbean

White and Black African
White and Asian
Any other Mixed / Multiple ethnic - please describe

CODES OPEN

Asian / Asian British

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian / Asian British background – please describe

CODES OPEN

Black / African / Caribbean / Black British

African

Caribbean

Any other Black / African / Caribbean - please describe

CODES OPEN

Other ethnic group

Arab

Any other – please describe

CODES OPEN

Prefer not to say

Q21. Do you have any long-standing illness, disability or infirmity - by long-standing I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time?

SINGLECODE

Yes

No

Prefer not to say

Section 4 – Prize Draw and CRESR Re-contact Consent

Q22. Would you like to be entered into a free prize draw to win £100?

The draw will be administered by Qa Research. To enter, you must give your consent and provide your name and contact details so Qa can contact you if you win, to arrange payment/delivery of the prize.

Your contact details will not be used for any other purpose and will be securely stored by Qa Research for 12 months after completion of the research and then deleted.

SINGLECODE

Yes, I consent to being entered into the draw

No, I would not like to be entered